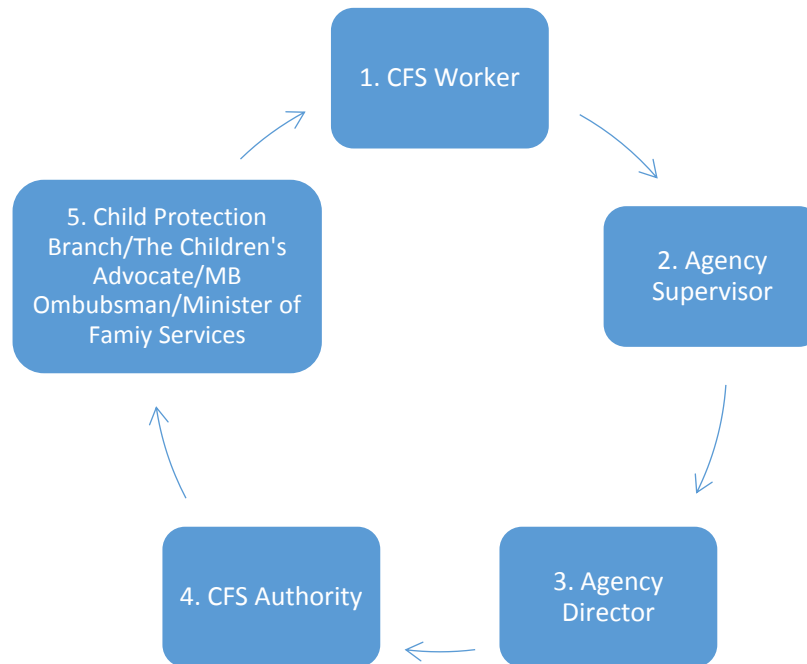


## Agency Complaint Resolution Process

When you have a question or concern about the services that a child and family service agency is providing or if you have a complaint, the best way to start is by talking with the CFS worker assigned to you. If you still have concerns, you can talk to your worker's supervisor or the director of the CFS agency. If none of these give you the help you were looking for, then you can also call the CFS Authority.



The Authority oversees all the work and services done by its agencies and has the job of making sure services work for children and families.

If none of these are helpful to you, then you still have more ways available to help with your concern or complaint. These are the Child Protection Branch, The Office of The Children's Advocate, the Manitoba Ombudsman, and the Minister of Family Services. Each of these has a duty to listen to you and help you to work out your concern or complaint. However, you must begin by contacting the assigned CFS worker first with your questions or concerns.

If you have any questions about the **Agency Complaint Resolution Process**, call the Southern Chiefs' Organization's CFS Liaison, Natalie Daniels at (204)946-1869. We look forward to help guide any children, youth, families, and concerned community members through this process.